




ONLINE RETURNS

Speciality Fashion Group
151-163 Wyndham Street
Alexandria NSW 2015

KATIES

THANK YOU FOR SHOPPING WITH US

Need to return or exchange something? Choose from one of the three options.

 RETURN OR EXCHANGE INSTORE FREE Return your purchase to any one of our stores within Australia	 PARCEL POINT from \$6.95 <ol style="list-style-type: none">1. Register your return online at parcelpoint.com.au/katies2. Print out the parcel label.3. Drop your parcel at any of 140 locations across metro Australia.	 AUSTRALIA POST FREE <ol style="list-style-type: none">1. Register your return online at https://returns.auspost.com.au/katies-fashion2. Print out the parcel label.3. Drop your order at an Australia Post Office.
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RETURN DETAILS – Please fill in all of the details below

ORDER ID: (This was emailed to you)	
Your Name	
Daytime Contact Number	
Your Address	

ITEMS YOU WOULD LIKE TO RETURN

QTY	STYLE NUMBER	Description, Size & Colour	Reason Code	Reason for Return
				1. Wrong size
				2. Wrong fit
				3. Did not like it
				4. Arrived too late
				5. Bought multiple with intent to refund
				6. Received incorrect item
				7. Faulty (please give details)
				8. Not as described

Comments _____

Items must be returned within 30 days of delivery. We must have your receipt/order number. Your refund will be refunded to your original payment method and will take up to 10 business days. If you have any questions, please contact Customer Care info@katies.com.au. **Please note, we do now accept exchanges by post, they must be made in store.**

Please visit <http://www.katies.com.au/returns-and-exchange> for the full returns policy.